

PER-005 System Operator Training Reference Document

Reference #1: Determining Task Performance Requirements

The purpose of this reference is to provide guidance in writing a performance standard that describes the desired outcome of a task. A standard for acceptable performance should be in either measurable or observable terms.

Clear standards of performance are necessary for an individual to know when he or she has completed the task and to ensure agreement between employees and their supervisors on the objective of a task. Performance standards answer the following questions:

- How timely must the task be performed?
Or
- How accurately must the task be performed?
Or
- With what quality must it be performed?
Or
- What response or outcome must be achieved?

When a performance standard is quantifiable, successful performance is more easily demonstrated. For example, in the following task statement, the criteria for successful performance is to return system loading to within normal operating limits, which is a number that can be easily verified.

Given a System Operating Limit violation on the transmission system, implement the correct procedure for the circumstances to mitigate loading to within normal operating limits.

Even when the outcome of a task cannot be measured as a number, it may still be observable. The next example contains performance criteria that is qualitative in nature, that is, it can be verified as either correct or not, but does not involve a numerical result.

Given a tag submitted for scheduling, ensure that all transmission rights are assigned to the tag per the company Tariff and in compliance with NERC and NAESB standards.

Reference #2: Systematic Approach to Training References:

The following list of hyperlinks identifies references for the NERC Standard PER-005 to assist with the application of a systematic approach to training:

- (1) DOE-HDBK-1078-94, A Systematic Approach to Training
<http://www.hss.energy.gov/NuclearSafety/techstds/standard/hdbk1078/hdbk1078.pdf>
- (2) DOE-HDBK-1074-95, January 1995, Alternative Systematic Approaches to Training, U.S. Department of Energy, Washington, D.C. 20585 FSC 6910
<http://www.hss.energy.gov/NuclearSafety/techstds/standard/hdbk1074/hdb1074.html>
- (3) ADDIE – 1975, Florida State University
http://www.nwlink.com/~donclark/history_isd/addie.html
- (4) DOE Standard - Table-Top Needs Analysis
DOE-HDBK-1103-96
<http://hss.energy.gov/NuclearSafety/techstds/standard/hdbk1103/hdbk1103.pdf>